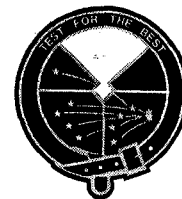




DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY DEVELOPMENTAL TEST COMMAND
314 LONGS CORNER ROAD
ABERDEEN PROVING GROUND, MD 21005-5055



CSTE-DTC-TT-B

14 May 2003

MEMORANDUM FOR Commanders, DTC Test Centers

SUBJECT: DTC Test Policy Bulletin No. 1-03 Test Customer Surveys

1. This policy bulletin replaces the expired DTC Test Policy Bulletin 1-01, Test Customer Surveys, dated 28 Jun 01. Its purpose is to direct the continuation of our test customer survey program. Customer surveys are used by DTC and ATEC as metrics to understand the views and perceptions of our customers.
2. Each test center's test customer survey program will include the following:
 - a. The enclosed DTC standardized test customer survey.
 - b. A process to distribute surveys to test customers on a timely basis after completion of testing. An exit interview at the end of a test can be used to survey customers if a final test report is not required. A short letter of transmittal should be included with all surveys.
 - c. A process to follow up with customers who have not responded to surveys. An email with the survey form attached has worked successfully while others may follow up with phone calls.
 - d. An issue resolution process to ensure any concerns or poor ratings are acted upon in a timely manner. Having a single point of contact for all survey responses is recommended to allow for efficient forwarding, tracking, and responses back to customers.
3. Each test center will submit an annual summary of survey responses to this headquarters by 30 Oct each year (RCS DTC-TT-001). The information should include:
 - a. A chart depicting the percent of positive customer ratings (ratings average, above average, or excellent) for each of the four categories: technical adequacy, timeliness, cost, and overall.
 - b. Number of customer surveys distributed, number of responses, and response rate.
 - c. A copy of your survey and letter of transmittal.
 - d. A matrix displaying the number of responses for each question by rating.
 - e. A list of lessons learned and improvements.

EXPIRES MAY 2004

CSTE-DTC-TT-B

SUBJECT: Test Policy Bulletin No. 1-03, Test Customer Surveys

4. My staff points of contact are Mr. Raymond G. Fontaine and Mrs. Diana L. Reeves, CSTE-DTC-TT-B, ttb@dtc.army.mil, DSN 298-1417.

Encl



MARVIN K. McNAMARA
Brigadier General, USA
Commanding

CF:

ATC, CSTE-DTC-AT-CS-BD (Vonnice Hughey/Sue Sanderson)

ATTG, CSTE-DTC-AC-P (John Reddington/Lynda Gloyd)

DPG, CSTE-DTC-DP-TD (Bonnie Rupp)/CSTE-DTC-DP-TD (Carol Nudell)

WSMR, CSTE-DTC-WS-SPC (April Parsons/MAJ Driver)

WSMR/EPG, CSTE-DTC-WS-EP-MR (Mirella Botts)/CSTE-DTC-WS-EP-TS
(Greg Sasarita)

YPG, CSTE-DTC-YP-CS-RM-Q (Jean Sutherland)/CSTE-DTC-YP-CD (Robert Copeland)

RTTC, CSTE-DTC-RT-P (James Knaur)/CSTE-DTC-RT-S (Sharon Mueller-Myers)

ATEC, CSTE-PM

DTC, A1

TEST PERFORMANCE RATING

Project No.: _____

Test Title: _____

Please tell us how we're doing (by filling in the square in the appropriate column for each item listed below):

	Excellent (5)	Above Average (4)	Average (3)	Below Average (2)	Poor (1)	Does Not Apply
1. Technical Adequacy						
a. Pretest planning.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Test preparation & setup.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Test execution.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Quality of: Test incident reports.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interim reports.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Final report.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Data accuracy/completeness.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Instrumentation/equipment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Facilities/ranges.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Timeliness						
a. Test planning.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Test conduct.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Test data.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Test report.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Cost						
a. Reasonableness.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Coordination/justification of cost revisions.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Overall						
a. Communication with the test director.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Responsiveness of our personnel.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Concern about test quality and timeliness.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Concern for customer satisfaction.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We want to hear from you! Tell us what additional equipment, facilities, instrumentation, and/or services we need to serve you better. Thank you!

Customer Name (print or type)

Signature

Date

Telephone Number

Address

Commander
U.S. Army {Test Center}
{address}



DEPARTMENT OF THE ARMY
U.S. ARMY AVIATION TECHNICAL TEST CENTER
FORT RUCKER, ALABAMA 36362-5276

**REPLY TO
ATTENTION OF:**

CSTE-DTC-AC-CO (70-10r)

MEMORANDUM FOR Project Manager, Scout Attack Helicopter, ATTN: AMSAM-DSA-AS-ASH-T, Redstone Arsenal, AL 35898

SUBJECT: Request for Comments on U.S. Army Aviation Technical Test Center's (ATTC's) Performance on Switchable Eyesafe Laser Rangefinder and Designator (SELRD) Support to the U.S. Army Yuma Proving Ground, DTC Project No. 4-AI-130-58D-068F/L5

1. The enclosed questionnaire is designed to measure customer satisfaction and to determine how we can serve you better. Please complete the questionnaire to rate our performance, and provide your comments and suggestions in the space provided.
2. Note that the questionnaire is a pre-addressed self-mailer. Simply fold it, tape it, apply postage, and mail it. You may also fax it to my office at DSN 558-8005 or commercial 334-255-8005.
3. Thank you for taking the time to provide your feedback to assist us in our continuous improvement process. If you have any questions or comments regarding the questionnaire, please feel free to contact me at DSN 558-8000, commercial 334-255-8000, or e-mail co@rucker-attc.army.mil.

Encl
as

AUSTIN R. OMLIE
Colonel, Aviation
Commanding